



SMART: STAFF COPILOT – HIGHER EDUCATION

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 2b: Cloud Software

SERVICE OVERVIEW

SMART: Staff Copilot provides a governed AI workspace for higher education staff to draft, summarise, and search organisational knowledge safely. Built on ICS.AI's OLM (Organisational Language Model) technology, the service delivers answers grounded in approved university sources with full citations, guardrails for safer use, and comprehensive audit trails.

The service supports everyday university productivity including document drafting, meeting capture, and knowledge search, scaling from individual staff use to enterprise-wide deployment. Specialist Copilots provide domain-specific assistance for Student Services, Learning & Teaching, Research, Recruitment, Clearing, and Student Success Analytics.

SERVICE TIERS

Tier	Description
Foundation	OLM-powered document drafting, summarisation, and knowledge search from approved university sources. Templates for common outputs, prompt guidance for safer use, personal workspaces with conversation memory, and third panel agent access.
Premium	Foundation plus SMART: Notes for meeting capture (web and mobile). Automated minutes, action tracking with reminders, document summarisation, and collaborative workspaces for university teams.
Specialist	Premium plus Specialist Copilots for Student AI, Learn, Research Copilot, Recruitment, Clearing, and Student Success Analytics. Extended UX for specialist workflows, domain templates, and governed approval controls.
Ultra	Complete bundle: all channels (SMART: Staff UX, Notes, MS Teams, Phone), all Specialist Copilots, central admin console, adoption toolkit, advanced analytics, and priority support for enterprise rollout.

SPECIALIST COPILOTS (SPECIALIST & ULTRA TIERS)

Tier	Description
Student AI	Student services, wellbeing support, accommodation, and student administration
Learn	Learning and teaching support, curriculum development, and academic quality
Research Copilot	Research administration, grant applications, ethics submissions, and REF preparation
Recruitment	Student recruitment, applicant communications, and conversion tracking

KEY FEATURES

- Copilot chat for drafting, summarisation, and research tasks
- Answers from approved internal university knowledge with citations
- Templates for letters, reports, briefings, and common outputs
- SMART: Notes for meeting capture on web and mobile (Premium+)
- Automated minutes, decisions, and action item extraction
- Specialist Copilots for university-specific domains (Specialist+)
- Personal workspaces with conversation memory for continuity
- Role-based access to knowledge sources and capabilities
- Audit logs for prompts, outputs, and governance compliance

KEY BENEFITS

- Reduces time spent drafting university documents and correspondence
- Reduces search time for policies, procedures, and case history
- Improves consistency across university outputs and communications
- Supports faster onboarding for new university staff members
- Reduces meeting admin with automated capture and actions
- Maintains governance with comprehensive audit logging throughout
- Enables safer AI use with guided prompts and guardrails
- Scales governed AI access across university teams

TECHNICAL ARCHITECTURE

Built on SMART: Platform Core, providing:

- Microsoft Azure deployment with tenant isolation
- Multi-LLM orchestration layer for model selection by policy/cost/performance
- Retrieval-augmented generation (RAG) over approved knowledge sources
- Identity via Microsoft Entra ID with RBAC
- Connector framework for Microsoft 365 and university systems
- Meeting/voice capture pipeline for transcription and structured notes
- Agent runtime with tool permissions and approval gates
- Central logging/telemetry for usage, costs, quality, and risk

UNIVERSITY SYSTEM INTEGRATIONS

Connector framework supports integration with common higher education systems:

- Student Information Systems: SITS, Banner, Tribal, Unit-e
- Virtual Learning Environments: Canvas, Blackboard, Moodle
- Research Systems: Pure, Symplectic, Worktribe
- Admissions: UCAS, internal CRM systems
- Microsoft 365: SharePoint, Teams, Outlook, OneDrive

GOVERNANCE, SECURITY & COMPLIANCE

- RBAC for users, knowledge sources, agents, and admin actions
- Policy controls for prompts, outputs, and actions (allow/deny, thresholds)
- Approved knowledge sources with review and version control
- Audit logging for prompts, outputs, routing decisions, and approvals
- Sensitive data handling with redaction and minimisation patterns
- Human-in-the-loop controls for high-risk workflows and actions
- WCAG 2.1 AA compliant ensuring accessibility for all users
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- Discover and scope: users, priority use-cases, success metrics
- Configure governance: policies, roles, approved sources, retention
- Build and ground: connect knowledge sources; create templates
- Integrate: identity, M365, student records, VLE systems
- Test and assure: evaluation, red-team prompts, accessibility
- Pilot and iterate: controlled rollout, measure value, tune content
- Scale and operate: lifecycle management, monitoring, optimisation

SUCCESS MEASURES

- Adoption: active users by role/team; prompt volumes
- Time saved per task (drafting, summarising, searching)
- Quality measures: review pass-rate, template compliance
- Meeting admin reduction (minutes/actions)
- Knowledge coverage and answer acceptance
- Cost per user/month and model consumption

CHANNEL ADD-ONS

SMART: Staff UX included as default. SMART: Notes included from Premium. Additional channels:

Channel	Capabilities
MS Teams	In-Teams copilot, meeting transcripts to summaries/actions, chat summarisation
Phone (Staff Voice)	Call transcription, structured case notes, voice note capture, next-step prompts

DEPENDENCIES & PREREQUISITES

- Requires SMART: Platform Core (included with any SMART@ product)
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management

USER SUPPORT

The response time is 24 hours, depending on the contract signed by the client and applies during working hours from Monday to Friday. The Support levels are as follows:

Level	Description	Response
Level 1: Urgent	System not responding or critical function loss that affects all users.	24hr fix/workaround
Level 2: High	A function loss that causes significant disruption to business and users.	Priority response
Level 3: Normal	Function loss that affects some users but will not stop them from being able to do other tasks.	Standard response
Level 4: Low	A cosmetic issue or a minor function loss that affects some users.	Scheduled response

This service, up to an agreed number of hours per month, is included in the cost of the Licence for the SMART: Staff Copilot. Additional support hours can be purchased if required.

DISCLAIMER

This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have changed since publication.

Before purchase, we recommend contacting ICS.AI to confirm current capabilities and any new features that may have been added since this description was published.

CONTACT



VISIT OUR WEBSITE

Learn more about ICS.AI, our services, and how we support the UK public sector with responsible AI

<https://www.ics.ai/>



EMAIL US

Contact our team with questions about our services, G-Cloud offerings, or to start a conversation

info@ics.ai



BOOK A MEETING

Schedule a call with our team to discuss your requirements or learn more about our services

[book a meeting](#)